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QUESTION 1

Which term or phrase is synonymous with value for money?

- A. Excellent reliability and superior print quality
- B. Low purchase price
- C. Good margin
- D. Warranty

Correct Answer: B

QUESTION 2

Where is the security label on a laser cartridge?

- A. Only on the bottom
- B. Only on the top
- C. Randomly placed on the packaging
- D. Always on the tear strip

Correct Answer: B

QUESTION 3

Where can customers find more information about how to protect themselves from counterfeit products?

- A. The HP anti-counterfeit video hotline
- B. The HP anti-counterfeit website
- C. The HP anti-counterfeit TV channel
- D. The HP anti-counterfeit end-customer investigation trainings

Correct Answer: B

QUESTION 4

According to the InfoTrends 2011 report, what percentage of remanufactured cartridges will ultimately be thrown away?

- A. 12% ink and 11% toner
- B. 92% ink and 94% toner



C. 33% ink and 12% toner

D. 59% ink and 59% toner

Correct Answer: B

QUESTION 5

Why is the term "Compatible Cartridge" confusing for customers?

A. It is a term for a Remanufactured cartridge

B. It is a term used for Refilled, Remanufactured and Clone cartridges.

C. It is a term for a product with a low purchasing price.

D. It is a term for a 100% new cartridge

Correct Answer: B

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